

Service Accent

Service Accent Messaging Setup & User Guide

September 2009



Legal Information

All rights reserved. No part of this document shall be reproduced or transmitted by any means or otherwise, without written permission from Vantage Computing Limited.

This document is provided "as is" and all express or implied conditions, representations, and warranties, including any implied warranty of merchantability, fitness for a particular purpose, or non-infringement, are disclaimed, except to the extent that such disclaimers are held to be legally invalid.

Trademarks

Service Accent is a trademark of Vantage Computing Ltd.

All product names mentioned in this documentation are the trademarks of their respective owners. This document also includes the trademarks, trade names, and service marks of companies other than Vantage Computing Limited.

The product described in this document is distributed under license, restricting its use, copying, distribution, and decompilation. No part of the product or this documentation may be reproduced in any form by any means without prior written authorisation of Vantage Computing Limited.

contents

1 Introduction	Service Accent Messaging Overview	2
	Notifications in Service Accent	2
	Inbound messaging	2
	The Service Accent Document Set	3
	About this Guide	4
	Documentation Conventions	4
	Contacting Your Support Provider	4
2 Getting Started	Setting Up Service Accent Messaging	5
3 The Remote Messaging Console	Accessing the remote messaging console	9
	View log	10
	Adding numbers	11
	Modifying numbers	12
	SMS number	13
	SMS message rules	14

Introduction

Welcome to the Service Accent Messaging Setup & User guide.

This chapter contains the following topics:

- Service Accent Messaging Overview
- The Service Accent Document Set
- About this Guide
- Documentation Conventions
- Contacting Your Support Provider

Service Accent Messaging Overview

Simple Message Services ("SMS") is a method of sending small amounts of text to, from or between mobile cellular phones. Its low bandwidth consumption, small data footprint and simple format mean that this messaging protocol is both cheap and simple to implement on hand-held devices like mobile cellular phones.

Notifications in Service Accent

For some years, Service Accent has offered the ability to send outbound SMS messages as part of its Notifications module (additional module see Service Accent SMS & Email Notifications setup & User guide). Outbound messages are messages sent to a mobile phone and this is useful in notifying engineers in the field of jobs assigned to them and other useful information. It is also simple to implement as Service Accent is configured to use a specific service provider; the client is allocated an account by VCI (the client is responsible for all charges) and Service Accent uses this account to send engineers SMS messages via the service provider.

Inbound messaging

Service Accent has been enhanced to accept inbound messages from the engineers in the field. Inbound messaging is quite different to outbound messaging: in the latter, Service Accent communicates with the service provider's server, passing the destination phone number and the text to send. The service provider is then responsible for routing the message through the appropriate mobile network to enable delivery to the recipient.

When a user wants to send an inbound message, he can only send to another phone number; the ability to communicate with a server or route messages does not exist. To enable inbound messaging, the client is allocated an account with the service provider (if they do not already have one) and the service provider issues a dedicated phone number to the client.

When the engineer wants to send an SMS back to Service Accent, text is sent to the dedicated phone number. This phone number is rented from a mobile network provider, and on receipt of a message, will route it back to the service provider, who in turns routes it to Service Accent.

The Messaging (inbound SMS) module is part of the Remote Console module, which is a separate application from Service Accent. The Remote Console enabled communications between Service Accent and remote users via a number of different protocols including the internet, wireless, email and SMS. The Remote Console implements advanced scripting technology to allow customised message handling per protocol per client to give a custom implementation to suit the client's needs.

To enable you with Service Accent Messaging, Vantage Computing International (VCI) has teamed up with Clickatell, a company that specialises in SMS technology. An account will be set up in your name.



Vantage Computing Ltd cannot control or guarantee the accuracy of any information on the Clickatell web site. Vantage Computing Ltd cannot be held liable for damages resulting from the use of, the lack of availability of, or problems with, Clickatell or its services.



The Service Accent Document Set

The Service Accent document set consists of the following guides:

- **Service Accent Installation And Setup Guide** – this document describes how to install and configure Service Accent.
- **Service Accent User Guide** – this document describes how to use Service Accent.
- **Service Accent Online Meter Billing Setup & User Guide** - this document describes how to configure and use Service Accent Online Meter Billing.
- **Service Accent Sage Live Link** - this document describes how to configure and use Service Accent Sage Live Link.
- **Service Accent Dynamic Mapping** - this document describes how to configure and use Service Accent Dynamic Mapping.
- **Service Accent Remote Monitoring & Billing** - this document describes how to configure and use Service Accent Remote Monitoring & Billing.
- **Service Accent Remote Console Installation & Setup Guide** - this document describes how to install and setp the Service Accent Remote Console module.
- **Service Accent Wireless Setup Guide** - this document describes how to install and setup Service Accent Wireless.
- **Service Accent Wireless User Guide** - this document describes how to use Service Accent Wireless.
- **Service Accent Mobile User Guide** - this document describes how to use Service Accent Mobile.
- **Service Accent Remote Customer User Guide** - this document describes how to use Service Accent Remote Customer.
- **Service Accent Remote Engineer User Guide** - this document describes how to use Service Accent Remote Engineer.
- **Service Accent Remote Email Setup & User Guide** - this document describes how to configure and use Service Accent Remote Email.
- **Service Accent Messaging Setup & User Guide** - this document describes how to configure and use Service Accent Messaging.
- **Service Accent SMS & Email Notifications Setup & User Guide** - this document describes how to use Service Accent SMS & Email Notifications.




About this Guide

This guide consists of the following chapters:

- **Chapter 1: Introduction** – an overview of Service Accent Messaging, documentation conventions, and Vantage Computing contact information.
- **Chapter 2: Getting Started** - describes how to setup Service Accent Messaging.
- **Chapter 3: The Remote Messaging Console** - describes how to access the Remote Messaging Console and introduces the features of Service Accent Messaging.

Documentation Conventions

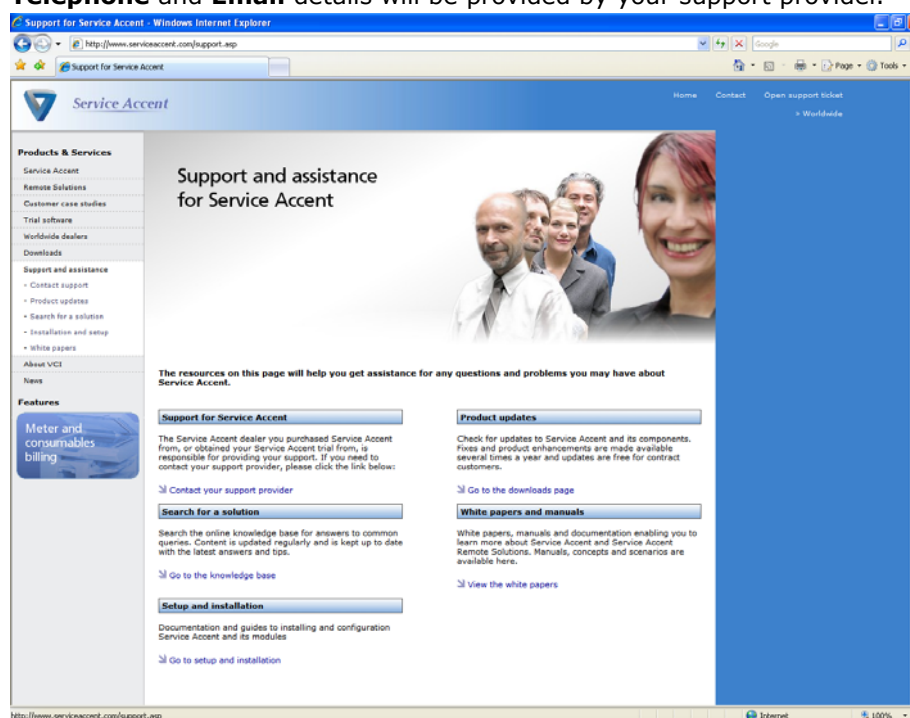
The following icons highlight particular sections.

-  **Caution** – failure to observe the caution described in this section may prevent Service Accent Messaging from operating properly.
-  **Note** – sections highlighted with this icon contain pertinent information, such as exceptions to the preceding steps or sections.
-  **Hint** – sections highlighted with this icon contain hints or suggestions.

Contacting Your Support Provider

Web site: www.serviceaccent.com, click on **support and assistance**

Telephone and **Email** details will be provided by your support provider.



Getting Started

This chapter details how to set up the Remote Console module and Service Accent Messaging.




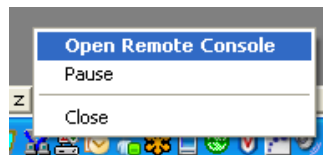
The Remote Console will normally be set up by a representative from your support provider. The details shown here are for reference and for advanced users only.

Setting Up Service Accent Messaging

Before you can start using Service Accent Messaging, you will need to configure it.

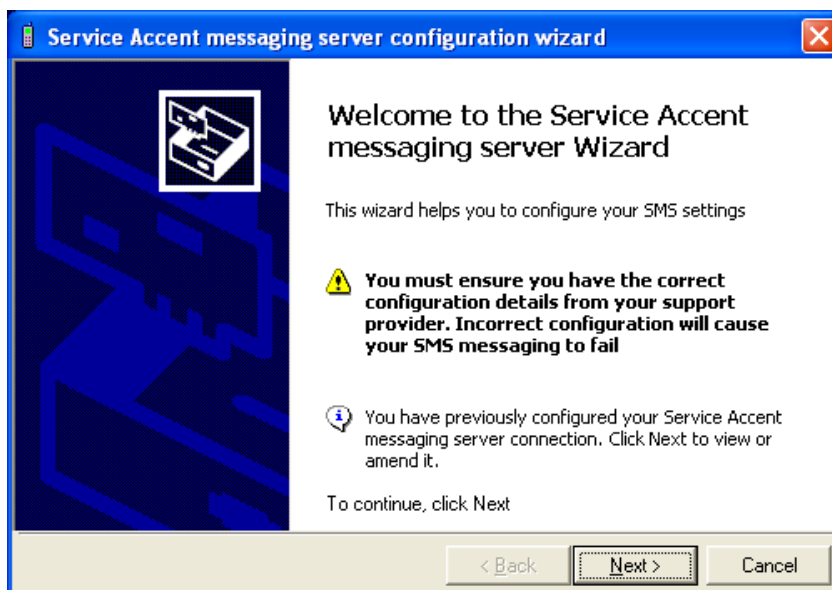
To setup Service Accent Messaging

1. If the Remote console software is already running on the server, right click on the remote console task bar icon  and from the popup box, click **Open Remote Console**.

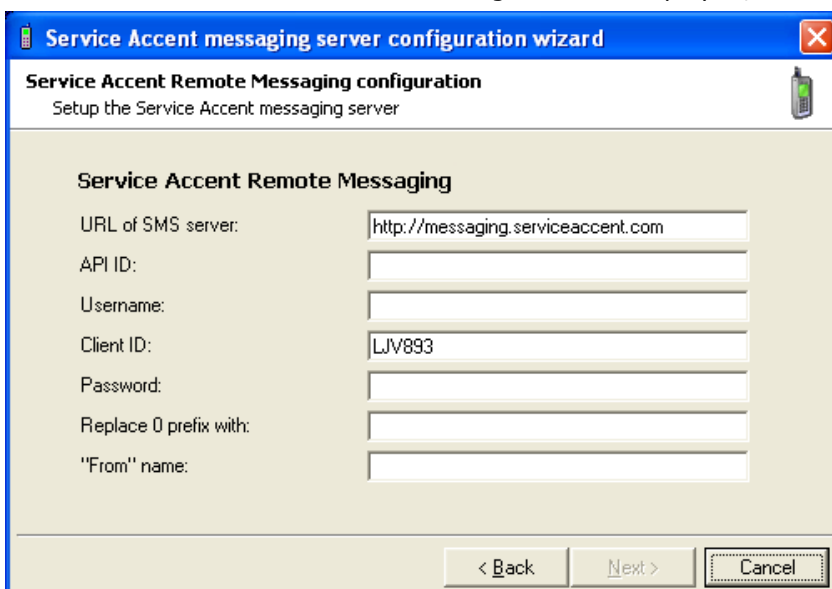


If the Remote Console Module is not running click **Start, All Programs, Service Accent, Remote Solutions** and then **Service Accent Remote Console** or by locating the program **Remotegw.exe** using Windows Explorer. This is usually in `c:\program files\Service Accent\Remote Solutions`.

2. The first time this is run, you will be prompted to configure the SMS messaging server.
3. If the Remote Console is already running and Service Accent messaging is to be added as another module, Click on **File** and then **Licensing** and enter your new license code. This will then activate the **SMS messaging** wizard.



4. Click **Next** to continue and the following screen is displayed;



5. Enter the **URL** of the SMS server to handle your SMS messages. In all cases this will be the server hosted by VCI (<http://messaging.serviceaccent.com>). When an engineer sends an inbound SMS message, the SMS is sent to a dedicated number (+447781484003 your support provider will advise if this number has changed) and then the SMS is forwarded to the VCI Messaging server and then forwarded to your Service Accent system.
6. Enter the **API ID**, **Username**, **Client ID** and **Password** as advised by your support provider
7. To replace the leading zero in mobile numbers, enter the replacement string (eg +44) into the **Replace 0 prefix with** box.
8. In the **"From" name** box, you can replace the mobile number sending the SMS with a meaningful name.



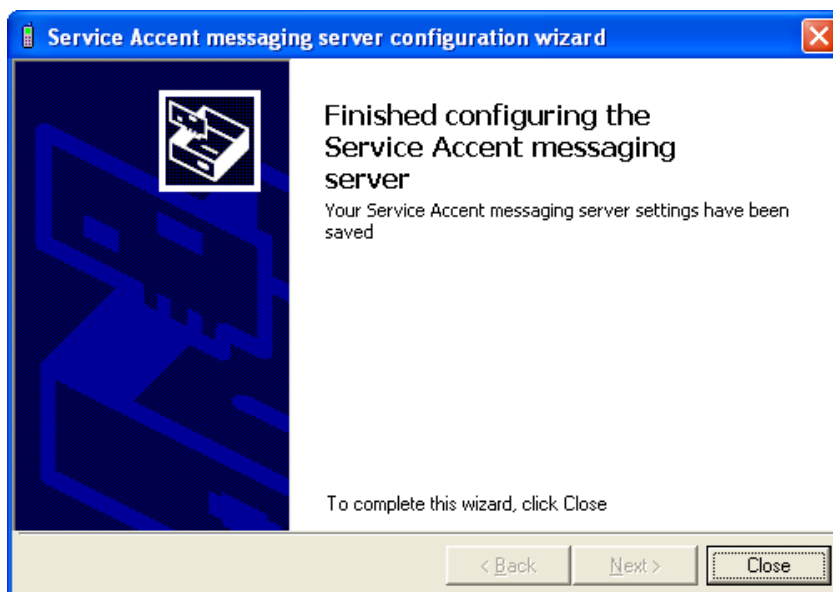
9. The **Next** button will not be highlighted until all boxes have been completed. Once all of these have been entered, click **Next** to continue and the following screen is displayed;

The screenshot shows a Windows-style dialog box titled "Service Accent messaging server configuration wizard". Below the title bar, it says "Service Accent Remote Messaging configuration" and "Network configuration". The main area is titled "Network configuration" and contains two input fields: "Connection timeout (seconds):" with the value "30" and "Polling interval (seconds):" with the value "30". At the bottom right, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a dashed border.

10. In the network configuration, indicate the **Connection timeout** interval and **Polling interval**. The default value is 30 seconds for each.
11. Click **Next** to continue and the following screen is displayed;

The screenshot shows the same dialog box as before, but now it says "Configuration complete" in the main area. Below that, it says "To save your configuration, click Next". The "Next >" button is still highlighted with a dashed border.

12. To save the configuration, click **Next** or if you need to amended anything, click **Back**.



13. The configuration of the SMS gateway is now completed. Click **Close**.

The Remote Messaging Console

The Remote Messaging Console is used to set up new mobile numbers, monitor logs and view the message queues.

Accessing the remote messaging console

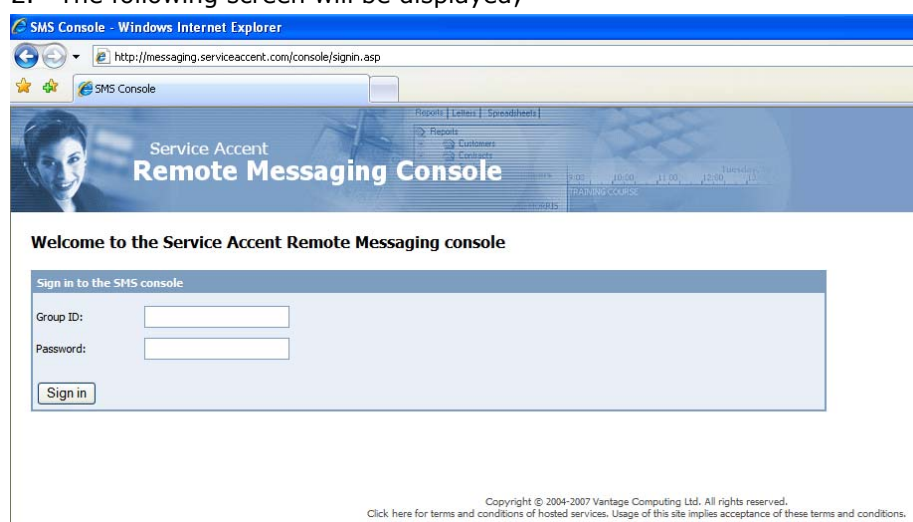
Whenever you need to add an engineer to Service Accent messaging or remove an existing engineer, use the Remote Messaging Console to add or remove their mobile number.

To access the Remote Messaging Console

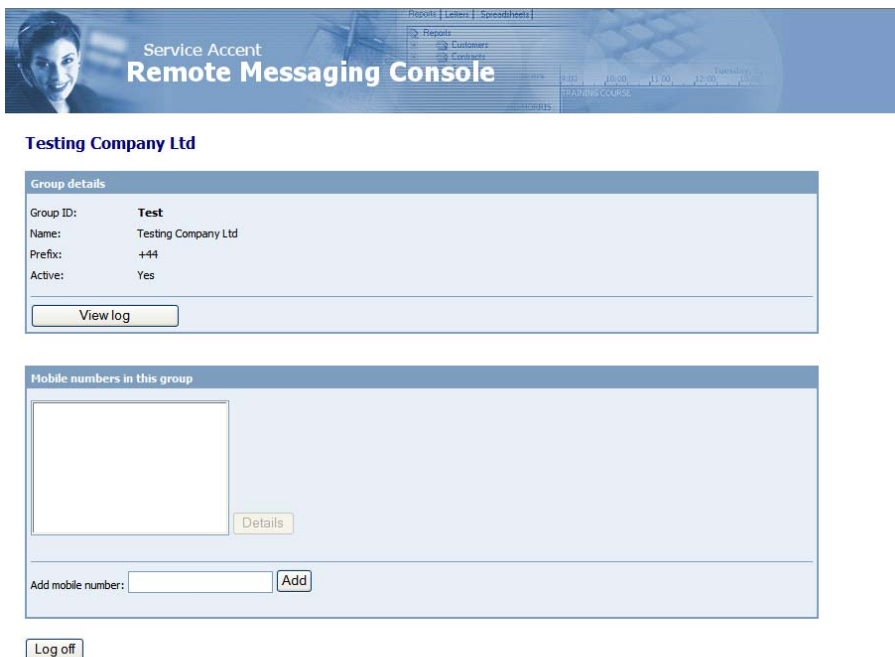
1. Use Internet Explorer and go to

<http://messaging.serviceaccent.com/console>

2. The following screen will be displayed;



3. You will be prompted for your **Group id** and **password**. These will be provided to you by your support provider at installation.
4. After entering a valid **group id** and **password**, the following screen will be displayed;



Service Accent
Remote Messaging Console

Reports | Letters | Spreadsheets | People | Customers | Contacts

Testing Company Ltd

Group details

Group ID: **Test**
 Name: Testing Company Ltd
 Prefix: +44
 Active: Yes

[View log](#)

Mobile numbers in this group

[Details](#)

Add mobile number: [Add](#)

[Log off](#)

Copyright © 2004-2007 Vantage Computing Ltd. All rights reserved.
[Click here for terms and conditions of hosted services.](#) Usage of this site implies acceptance of these terms and conditions.

5. Your group details will be displayed. these show your group id and name, telephone prefix and if the account is active.

View log

Whenever an engineer sends a SMS message, a log file is created, showing details of the message.

1. To view the logs, click on the **View log** button and the following screen is displayed;



Service Accent
Remote Messaging Console

Reports | Letters | Spreadsheets | People | Customers | Contacts

Message logs for Test

Date	Messages
26 April 2007	2

[Back](#)

Copyright © 2004-2007 Vantage Computing Ltd. All rights reserved.
[Click here for terms and conditions of hosted services.](#) Usage of this site implies acceptance of these terms and conditions.

2. A log file is created each day that the engineer uses SMS.
3. To view the log, just click on the date required and a screen similar to the following will be displayed;



Service Accent
Remote Messaging Console

Message log for Test - 26/04/2007

Date	Mobile number	Text
26/04/2007 15:47:35	07841974314	233 a

[Back](#)

Copyright © 2004-2007 Vantage Computing Ltd. All rights reserved.
Click here for terms and conditions of hosted services. Usage of this site implies acceptance of these terms and conditions.

- The log shows the time of the SMS, the mobile phone that it originated from and details of the messages (see SMS message rules on page 14).
- Click **Back** to return to the previous page.

Adding numbers

In order for your engineer to communicate with the Remote Messaging Console, you need to add their mobile phone number to the list of approved numbers.

- From the main welcome screen

Service Accent
Remote Messaging Console

Testing Company Ltd

Group details

Group ID: **Test**
 Name: Testing Company Ltd
 Prefix: +44
 Active: Yes

[View log](#)

Mobile numbers in this group

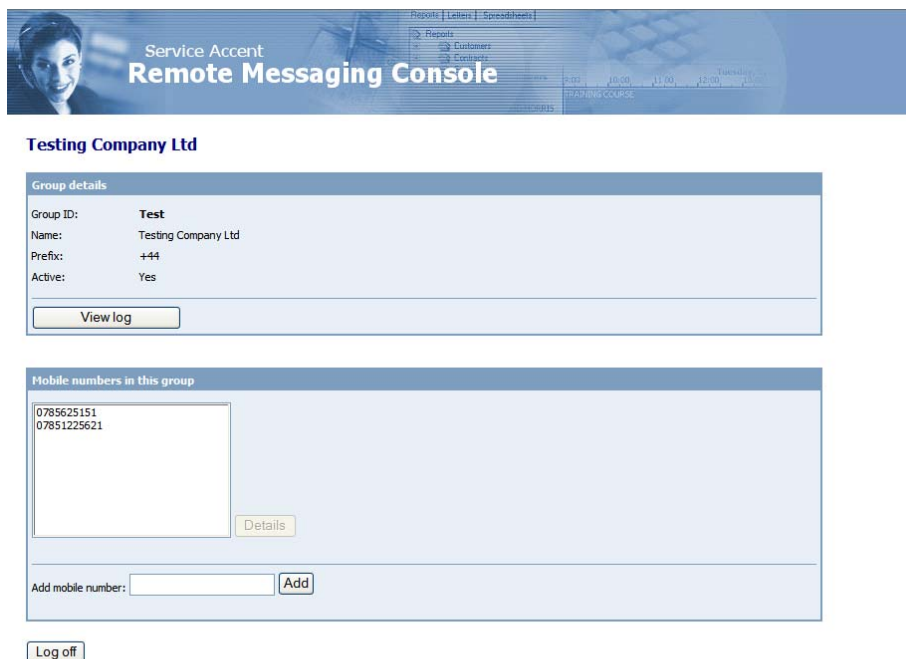
[Details](#)

Add mobile number: [Add](#)

[Log off](#)

Copyright © 2004-2007 Vantage Computing Ltd. All rights reserved.
Click here for terms and conditions of hosted services. Usage of this site implies acceptance of these terms and conditions.

- Enter your engineers mobile phone number in the **Add mobile number** field, and then click **Add**.
- The number is placed into the mobile numbers list



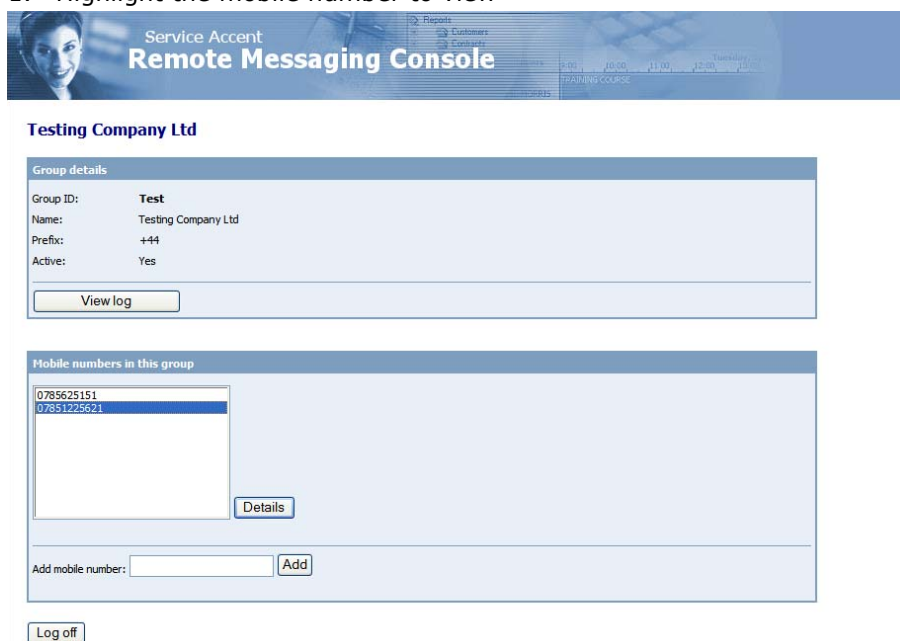
Copyright © 2004-2007 Vantage Computing Ltd. All rights reserved.
Click here for terms and conditions of hosted services. Usage of this site implies acceptance of these terms and conditions.

4. Continue adding all your engineer mobile phone numbers as outlined in step 2.

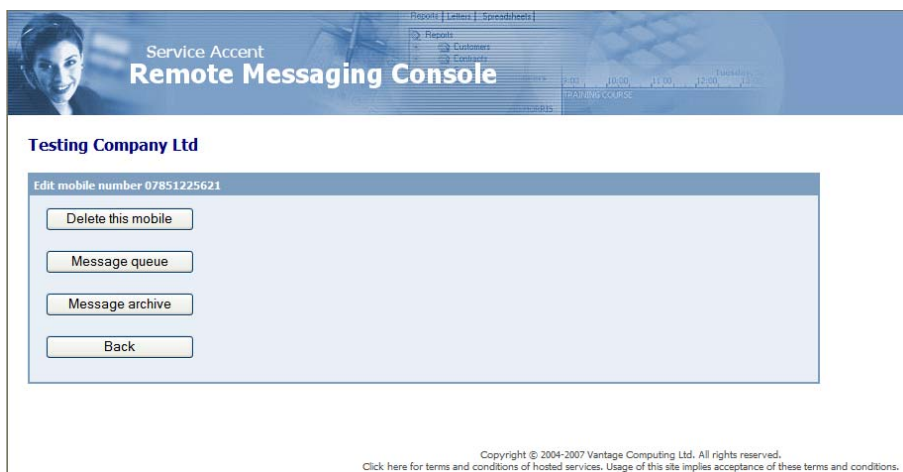
Modifying numbers

You can delete a mobile number, view the queues (incoming messages not yet delivered to Service Accent from the Remote Messaging Console) or view historical queues.

1. Highlight the mobile number to view



2. Click **Details** and the following is displayed



3. The following options are available

- **Delete this mobile** - this will delete the mobile and all related queues and logs. You will be prompted to confirm deletion.
- **Message queue** - this will display all messages yet to be delivered to your Service Accent database.
- **Message archive** - this will display all messages that have been delivered
- **Back** - go back to the main welcome screen.

SMS number

When an engineer sends a SMS message, it must be sent to the following number

+44 778 148 4003

When the Remote Messaging Console receives the SMS, the Remote Messaging Console checks to see which user group the engineers mobile phone number is in and then routes the message to the applicable Service Accent database.

Your support provider will advise if this number has been changed.

SMS message rules

It is crucial that the contents of the SMS message sent by the engineer adheres to the following rules. If it does not, the message will be not be processed by Service Accent.

The format of the SMS message has to be

Job number space code (eg 12345 r)

Where job number is the Service Accent job number and code is one of the following:

- r** - Engineer is on route to the job
- a** - Engineer has arrived on site
- f** - Engineer has fixed the fault on the job
- h** - Engineer has arrived home
- n** - Equipment is not working
- p** - Equipment working but needs parts

Once the SMS message is received by Service Accent, the job is updated based on the code sent.



The SMS message rules can be changed to match your organisation or specification. Please contact your support provider for details on this.